



**Requests for Proposals
Website Redesign
For
Yamhill County, Oregon**

**636 NE 7th Street
McMinnville, OR 97128
503-434-7505**

Date of Request: July 27, 2022

Date Proposals Due: 3:00 PM, August 31, 2022

Request for Proposals
Requests for Proposals for Website Redesign

Notice is hereby given that the Board of County Commissioners of Yamhill County, Oregon (“the Board”) is currently soliciting proposals from qualified vendors to provide Website Redesign services.

A copy of the “Website Redesign Requests for Proposals” will be available at no charge from Yamhill County Information Technology Department, 636 NE 7th Street, McMinnville, Oregon 97128, telephone (503) 503-434-7505.

Responsive Proposals for Website Redesign Services must be physically received in the office of Yamhill County Information Technology Department, 638 NE 7th Street, McMinnville, Oregon 97128 no later than 3:00 p.m. local time on Wednesday, August 31, 2022.

Questions regarding this RFP should be addressed to Shane Hoffman, IT Manager, at hoffmans@co.yamhill.or.us or (503) 503-434-7505.

DATED at McMinnville, Oregon this 27th day of July 2022. By KENNETH HUFFER, County Administrator

Section A: Overview

1. Background

Yamhill County (referred to herein as “Yamhill County” or “County”) is located in the Willamette Valley of Oregon. The County seat is McMinnville, about 35 miles southwest of Portland. The County has a population of about 109,000 residents. Yamhill County is a general law county with three elected Commissioners and 5 elected department heads. The remainder of the County falls under the supervision of the appointed County Administrator. Yamhill County employs approximately 700 employees and provides a myriad of services, including but not limited to, public health, adult, youth and family behavioral health services, roads, bridges, parks, fairgrounds, law enforcement, juvenile and adult corrections facilities.

The current website was developed in-house approximately 10 years ago and worked well for the time. However, our website has outlived its useful lifecycle and it is time for a refresh. Issues with the current website for Yamhill County include an outdated site design both functionally and aesthetically. The website does not possess features that would allow citizens to conveniently access information or download and submit documents and forms. The homepage and department pages are cluttered with information, and current breadcrumbs are inadequate which all contribute to difficulty in navigating the site. Over time the use of custom images for buttons has created an inconsistency of look and feel across the site. The current site is difficult to update and maintain information, and it is a laborious process that is mainly the sole responsibility of the Information Technology department.

2. Project Description

The County is seeking the aid of an experienced vendor who specializes in partnering with counties and/or municipalities to enhance its online capabilities. Specifically, the County needs an updated website to enhance the user experience, simplify content management, and provide improved citizen-centric information and customer service to the community, while meeting high standards for design quality and visual appeal. At a minimum, the new website must be developed with a responsive design that will adjust to all devices. Further, the site must be easily maintained without requiring HTML knowledge. The new website will have the depth of functionality and security that will enable the County’s staff to streamline processes and provide the best user experience for our citizens, more specifically described in Section B.1.

In addition, the vendor should have a team of experts who have in-depth experience working with local government and will equip our staff with the training, resources, and tools to do their jobs quickly and efficiently, both during implementation and after system launch.

The County also seeks a vendor that has the capability of integrating additional features and functionality that may be identified in the future. The County would like the vendor to provide secure, cloud-based hosting services and 24/7/365 support.

Yamhill County seeks a partnership with the chosen vendor to create an online presence that continually engages our citizens.

3. Questions and Requests for Clarification

All questions and requests for clarification shall be made in writing and sent via email to the following individual no later than the deadline to submit questions identified in the Schedule of Events.

Contact: Shane Hoffman, IT Manager

Email: hoffmans@co.yamhill.or.us

4. Addenda

The County will answer all questions and requests for clarification in the form of an addendum that will be published on the County's website at <https://www.co.yamhill.or.us/content/request-proposals>. It is the responsibility of the vendor to check for any issued addenda before submitting a response.

5. Modification or Withdrawal of Proposal

Prior to the scheduled closing time for receiving proposals, any vendor may withdraw their proposal. Only written requests for the modification or correction of a previously submitted proposal received by the County prior to the RFP due date and time will be accepted. Oral, telephone, or fax modifications or corrections will not be recognized or considered. After the scheduled closing date and time for receiving proposals, no proposal may be withdrawn.

6. Public Record/Confidential or Proprietary Information

All information submitted by a proposer shall be public record and subject to disclosure pursuant to the Oregon Public Records Act (ORS 192.410 et seq.), except such portions of the proposals for which proposer requests exemption from disclosure consistent with Oregon law. If a proposer believes that any portion of its proposal contains any information that is a trade secret under ORS Chapter 192.501(2), or otherwise is exempt from disclosure under the Oregon Public Records Law (ORS 192.311 through 192.478), the proposer shall complete and submit the Affidavit of Trade Secret (Exhibit A) and a fully redacted version of its proposal. If a proposer fails to identify the portions of its proposal that proposer claims are exempt from disclosure, the proposer has waived any future claim of non-disclosure of that information. Identifying the proposal, in whole, as exempt from disclosure is not acceptable.

The fact that a proposer marks and segregates certain information as exempt from disclosure does not mean that the information is necessarily exempt. Any portion of a proposal that the proposer claims constitute a "trade secret" or is "confidential" must meet the requirements of

ORS 192.501(2) and ORS 192.502(4). The County will make an independent determination regarding exemptions applicable to information that has been properly marked and redacted. Unless expressly provided otherwise in this RFP or in a separate communication, the County does not agree to withhold from public disclosure any information submitted in confidence by a Proposer unless the information is otherwise exempt under Oregon law.

If the County refuses to release the records, the proposer agrees to provide information sufficient to sustain its position to the District Attorney of Yamhill County, who currently considers such appeals. If the District Attorney orders that the records be disclosed, the County will notify the Proposer in order for the proposer to take all appropriate legal action. The proposer further agrees to hold harmless, defend and indemnify the County for all costs, expenses and attorney fees that may be imposed on the County as a result of appealing any decision regarding the proposer's records.

7. Schedule of Events and Submittal Requirements

Schedule in 2022

Date of Request: July 27, 2022
Questions due by: 5:00 PM, August 17, 2022
Proposals due: 3:00 PM, August 31, 2022

Proposals due: 3:00 p.m. local time, Wednesday, August 31, 2022, in Yamhill County Information Technology Department, 636 NE 7th Street in McMinnville, Oregon 97128.

Hardcopy submittal

Submit one (1) hardcopy of response in a sealed envelope and mailed to:

Shane Hoffman, IT Manager
Yamhill County
535 NE Fifth Street
McMinnville, OR 97128

Clearly mark the submittal envelope with the title "Yamhill County Website Resign" and vendor's name.

Electronic Submittal

Submit one (1) electronic copy of the proposal (.pdf file preferred) on a USB drive. Include the USB drive within the sealed envelope along with the hardcopy response.

Submittal Information

Submittals not received on or before the specified deadline stated in the Schedule of Events will not be accepted (no exceptions). Proposals submitted in response to this RFP shall be valid for 180 days from the submittal due date. The County reserves the right to request follow-up information or clarification from vendors in consideration. Vendor is responsible to ensure delivery by the date and time included.

Section B: Minimum Requirements

The information in this section represents required functional capabilities necessary to meet the County's goals for a website redesign. The items listed are not all-inclusive, and other items may be recommended or added that would benefit the County. The County's new vendor must be able to provide, at a minimum, the components shown.

1. Website Redesign & Content Management System

Minimum functional requirements must include:

Engagement & Communication

- Alerts & Notifications - Display alerts prominently on website with notifications sent via email and text messaging to subscribers
- Calendar - Update/publish calendars for departments/categories with a main calendar to display all events
- E-Notifications - Electronic subscription, scheduled notifications for email and SMS
- News & Announcements - Post news releases or updates dynamically to relevant pages based on category
- Request Tracking - Citizens can submit requests with automated workflow to correct individual/department with exportable statistics and reports
- Sharing Capability - Links to share content via email and social media on every page
- Website Visitor Profile - Visitors can pick and choose the information that automatically becomes fed to their profile upon site login
- ADA Accessibility - checker/auditor built natively within editor

Document Management

- Agenda Management - Upload existing, create new, categorize, approve, and manage agendas
- Archival of Recurring Documents - Store agendas, minutes, newsletters, and other documents
- Document Storage - Upload/download capability for files up to 1GB, back-end ability to search within published and unpublished documents
- Online Forms - Create unlimited customizable forms, track and export results

- Image Repository - Store images in a central location on website
- Rotating Photos/Banners - Slideshow capabilities

Information & Navigation

- Frequently Asked Questions - Ability to categorize FAQs by department or page
- Directories for Staff - Ability to allow citizens to search for information about staff members
- Facility Management - Listings with maps, filtered search, and reservation capability
- RFP/RFQ/Bid Posting - Allow for easy posting of bids to the site

Administrative Features

- Browser Based Administration - Update, delete and create content from any device with internet access
- Content Scheduling - Set dates for content to automatically publish and expire
- Intranet - Restrict pages by login
- Permissions - Allow system administrators to establish levels of rights for staff to update/manage/access content based upon roles
- WYSIWYG Live Editing - Add, edit, and move content directly on the front end of the site without the need to utilize or be trained in writing HTML or CSS code
- Multilingual Support - Using Google Translate or similar
- Online Payments - Ability to accept secure online transactions
- Printable Pages - Print-friendly function
- Responsive Web Design - Fully mobile responsive design - site adjusts to the screen size of all devices it's being view on, includes forms, calendars, etc.
- RSS Feeds - Registration by Department or Category
- Site Search - Internal site search engine and log of search terms
- Site Statistics - Analytics and site audit reports
- Sitemap & Breadcrumbs - Automatically generated and updated sitemap and breadcrumbs
- Social Media Interface - Display feeds and push to social media accounts

Optional Functionality

- Integration with Active Directory through an IdP such as ADFS 3.0, 4.0 and 5.0, Azure AD and Okta
- ADA accessibility with automated remediation and accommodation processes allowing a WCAG 2.1 or higher certification.
- Fully integrated chatbot using a modern, AI-based answer engine.
- Ability to offer departments their own themed homepage including menu structure, action button options, search priority while within department content (Site within a site)
- Graphically rich newsletter generator that automates delivery to subscription via email/SMS and Social Media accounts.

2. Digitalization System for Processes

Yamhill County is seeking a low-code solution to help digitalize County processes that is scalable for deployment-ready apps, forms, and integrated systems to obtain civic information anytime, anywhere, from any device.

Minimum functional requirements must include:

Development Tools

- Ability to build sophisticated mobile-optimized forms and work-guides
- Allow management of users and access to apps, monitor API health, web app deployments, developer keys, and account usage
- Deployment of forms and work guides as Progressive Work Apps (PWAs)
- Forms must be able to be organized by tags
- Integration of form workflows with corporate IT systems through APIs
- Administer and manage users, apps, and APIs with basic analytics plus PowerBI, Tableau integration
- Match County mobile app or website branding
- Host server-side code to be called from mobile or web front ends
- Pull and populate form option lists by application programming interface (API)

Administrative Features

- Ability to build PWAs and forms with associated content, including work guides or instructions and informational text to help guide end users.
- Built-in integrations for Microsoft Active Directory and Microsoft Power Automate
- Allow easy to customize key app components
- Instantly deploy digital forms as a service, or offline-first, using PWAs
- Provide a secure, PCI-compliant, online payment application

Hosting & Security

- Fully hosted within a cloud environment using an Infrastructure as a Service (IaaS) model
- 99.999% uptime for durability

Optional Functionality

- Integration of forms into any native or web app or link form submissions directly into administrative systems
- Lookups and submissions by API
- SDK access and PDF service
- HPE Content Manager integration
- Webhooks for form submission

3. Project Management & Implementation

The chosen vendor will supply a professional project team to oversee and provide the implementation services needed for a successful implementation of the County's new website. The vendor's project team shall be responsible for developing a comprehensive project management plan to include outlining methods of communication for implementation, supplying a detailed project timeline, and identifying tasks and deliverables for both County staff and vendor's staff.

4. Stakeholder Outreach

The chosen vendor will be required to conduct stakeholder outreach to identify and refine objectives and criteria of website and meet with staff to review and select design and function alternatives for website.

5. Training

The County expects the vendor to provide in-depth, professional training services which will educate County staff on functionality, features, processes, and best practices. After training sessions, County's staff should be confidently prepared to maintain the new website after launch.

6. Continuing Services

The County anticipates an on-going partnership with the chosen vendor after launch of the system, which shall include:

Technical Support & Services

- Technical Support – The vendor shall provide U.S.-based, live technical support, including emergency support after business hours. Technical support shall be available through multiple communication channels, including phone, email, and chat. Self-service training (video tutorials, documents, or webpages) shall be available for County staff to access at any time.
- Maintenance – The vendor shall continually work to enhance and update the systems. This should include, at a minimum, development, testing, backups, and regularly scheduled fixes, patches, and other enhancements.

Hosting & Security

- 99.9% uptime (outside of scheduled maintenance) guaranteed by Service Level Agreement
- U.S.-based, tier II data center with 24/7/365 system monitoring
- Automated software updates and security patches and high-performance SAN with N+2 reliability
- Minimum bandwidth of 22 Gb/s
- Disaster recovery process with a recovery time objective no greater than eight hours and recovery point objective no greater than 24 hours

- Geographically redundant backups
- DDoS mitigation with DDoS advanced security coverage options

Section C: Submittal Format & Requirements

The County will evaluate vendor experience, qualifications, and capabilities for developing and implementing the technology requested in this RFP. The narrative portion and the materials presented in response to this Request for Proposals should be submitted in the same order as outlined and must contain, at a minimum:

1. Executive Summary

- Provide a short overview of how vendor will assist the County in achieving the goals outlined in this RFP

2. Company Profile

- Include an overview of vendor's company, which encompasses a brief company history highlighting your experience working with local governments, the length of time the company has been in business, and the number of current employees
- Name the vendor's main point of contact for the RFP process, including their email address and telephone number
- Describe any differentiators that set vendor and vendor's systems apart from your competitors
- One-source vendors are preferred. If utilizing subcontractors for any portion of the RFP requirements, provide subcontractor company information and key personnel involved

3. Experience

- Provide a minimum of three local government references, and include the following information for each:
 - Client name
 - Website URL
 - Client contact person and title
 - Phone
 - Email address
- Provide a portfolio of 4-6 examples of vendor's website design experience

4. Project Team

- Identify and define vendor's project team roles for implementation
- Include a project team organization chart showing the relationship of each role
- Include resumes at the back of the proposal which reflect education and experience of key staff

5. Features & Functionality

- Provide a brief description of how vendor's solution meets the minimum functional requirements as identified in Section B.1
- Identify any functional requirement vendor's solution cannot provide as described in Section B.1
- Complete and include Functional Requirements table (Exhibit B)

6. Implementation Plan

- Provide a typical phased implementation timeline including major tasks and deliverables
- Provide a description of the vendor's implementation approach including methodology for data migration
- Outline what role the County will play in the implementation of the new website

7. Ongoing Services

- Technical Service & Support
 - Describe vendor's technical support services, including hours of support, methods to access support, and the availability of emergency support
 - Identify any online, self-service training, and support resources available after launch
 - Describe provided maintenance, including system releases, patches, and enhancements
- Hosting & Security
 - Describe proposed hosting and security services that meets the requirements in Section B.4
 - Describe security, backup, and disaster recovery processes

8. Cost Proposal

- Provide a cost proposal that includes a detailed breakdown of the costs for the scope of work and services listed in Section B as well as for the following:
 - One-Time Implementation Services
 - Include specific details and amounts of any content or data migration, training hours, stakeholder outreach, and any included enhancements and functionality to meet the requirements
 - Annual Services
 - Include details on hosting and security, technical support, and maintenance
 - Fees
 - Total first year cost (combined one-time fees and first year annual fees)
 - Annual fees beginning year 2
- Separately list any deviation from the listed scope of work that would significantly affect costs or optional enhancements that vendor believes will benefit the County's project.
- The format for the cost proposal is to be selected by the vendor.

9. Insurance Requirements

- Identify the professional liability coverage that the company carries.

10. Exceptions

- Identify any exceptions to the specifications of this RFP and attachments. Exceptions must reference the relevant section(s) and an alternate solution or substitute language in lieu of such requirement or specification.

Section D: Proposal Contents; Points

1. Functionality (35 Points)

Proposed solution(s) must meet the scope, requirements and needs included herein and be presented in a clear and organized manner.

2. Approach (25 Points)

Bidders will be evaluated on their understanding and methodology for accomplishing the project's objectives and tasks.

3. Value and Cost (15 Points)

Bidders will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project.

4. Experience and Technical (15 Points)

Bidders will be evaluated on their experience as it pertains to the scope of this project. Bidders must provide recent project examples specific to this type of work and descriptions, as well as documentation, of staff technical expertise and experience.

Section E: Evaluation Process and Selection Criteria

1. General

Yamhill County will appoint a committee to evaluate the proposals received in response to this RFP. The evaluation committee will be comprised of Yamhill County staff. The evaluation committee will evaluate and rank proposals in accordance with the evaluation criteria set forth herein. Proposals submitted that do not meet the requirements of this Request for Proposals will not be evaluated and will be returned to the respective proposer. Yamhill County reserves the right to (i) reject any and all proposals if it determines rejection of the proposals is in the best interest of the County and (ii) waiver any and all minor informalities.

2. Evaluation Process

- a. The evaluation criteria which will be applied by the evaluation committee are set forth in this subsection. The sum of the points awarded to each proposal will determine the ranking of proposals.
- b. Proposals received prior to closing will be reviewed for responsiveness to all RFP requirements. Additionally, the County may, any time prior to award, reject a proposal found to be not responsible in accordance with ORS 279B.110. In doing so, the County may investigate the proposer and request information in addition to that already required in the RFP, when the County, in its sole discretion, considers it necessary or advisable.
- c. Each member of the evaluation committee will review the proposals from each responsive qualified proposer and complete a scoring sheet that will use the scoring method described in Section D and below. Each criterion will have a maximum score and the evaluation committee members will be instructed to score each proposal on the information provided in the proposal and not as a comparison to other proposals. All scores for each separate proposer will be added together and divided by the number of evaluation committee members to determine the average evaluation score for that proposal. If one proposal scores significantly higher than the others (at least 15 points higher than the next proposal) then the evaluation committee may recommend this proposer directly to the Board or they may recommend interviews. Yamhill County has the right to determine the number of proposers, if any, to interview. All interviewed proposers, if any, shall be asked the same sets of questions and shall be individually scored by each evaluation committee member. Records of final interview questions and scoring methodology and scoring sheets shall be retained in the RFP file.

- d. Final scoring of the interviewed proposers will not take place until final interviews have taken place. Following final scoring, the scoring sheet from each member of the evaluation committee will be totaled. All scores for each proposer will be added together and divided by the number of evaluation committee members to determine the average evaluation score. The highest scoring proposer as recommended by the evaluation committee to the Board will be invited to enter contract negotiations with Yamhill County. If contract negotiations do not result in a contract acceptable to both parties, Yamhill County will invite the second ranked proposer to enter contract negotiations. If negotiations are not successful, Yamhill County will negotiate with the third, etc. until negotiations are successful with a proposer or the solicitation is canceled.

Section F: Protests

- A protest must be submitted in writing to the Board and shall state the basis for the protest and the course of action that the protesting party desires the Board take. A protest based upon restrictive specifications or other provisions of the Request for Proposal must be received by the Board not later than seven (7) business days prior to the date set for receipt of proposals. A protest based upon any other grounds must be received by the Board not later than seven (7) business days after the date the Board provides notice of highest scoring proposer, or within seven (7) business days after the time the protesting party first became aware of, or reasonably should have become aware of the notice, whichever is sooner.
- If the protest does not meet these requirements, the Board may, at the Board's option, reject the protest or allow the protesting party a reasonable time to correct the deficiencies in the protest documentation. Yamhill County shall not be obligated to postpone a contract award in order to allow a proposer to correct a deficient protest, unless otherwise required by law. Upon receipt of a properly submitted protest, the Board shall review the protest and provide a written decision to the protesting party.
- Yamhill County shall not be obligated to postpone selection of a proposer pending resolution of a protest, unless otherwise required by law.

Section G: Rejection of RFP Proposals

1. Rejection; Investigation

Yamhill County reserves the right to reject any and all proposals if it determines rejection of the proposals is in the best interest of the County. In addition, Yamhill County may conduct its own independent evaluation of persons or entities listed in a proposal to verify that the proposer is qualified to provide services for this project. A proposer shall provide all requested information as requested by

the County to verify that it can complete this project. Failure to provide the requested information shall be grounds for disqualification.

2. Examples of Grounds for Rejection

The following listed grounds are examples of grounds for which the County may elect to reject a proposal. The list is not exclusive:

- The proposal is conditioned in whole or in part upon the addition, revision, or deletion of any requirement or provision in any part of the Request for Proposal.
- The proposal does not provide the experiences needed.
- The proposer does not have experience necessary to qualify as an agent of record.
- The proposer does not have key personnel available of sufficient experience to perform the contract.
- The proposer has breached contractual obligations to public or private contracting agencies.

Section H: Cancellation

Yamhill County reserves the right to decline to select a proposer if the County deems it in its best interest to do so. Yamhill County may cancel this RFP or reject any or all proposals in accordance with ORS 279B.100. In no event shall Yamhill County have any liability for refusal to select a proposer. The proposer assumes the sole risk and responsibility for all expenses connected with the preparation and submission of their proposal.

Section I: Notice of Intent to Award

1. Award Consideration.

The County, if it awards a contract, shall award a contract to the highest ranking “Responsive” and “Responsible” proposer(s) based upon the scoring methodology and process described herein. The County may award less than the full scope defined in this RFP.

2. Intent-To-Award Announcement.

The County will notify all proposers in writing that the County intends to award a contract to the selected proposer(s) subject to successful negotiation of any negotiable provisions. The County reserves the right to announce its Intent-to-Award Announcement by letter, email, or fax. The Intent-to-Award Announcement shall serve as notice to all proposers that the County intends to make an award.

Section J: Contract Requirements

1. Indemnification

Proposers shall indemnify and hold harmless Yamhill County and each of its officers, agents, and employees from and against claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of or resulting from performance of the subject work and created by any act or error of a vendor, subcontractor or anyone directly or indirectly employed by the proposer; provided, however, that nothing herewith shall be constructed to require indemnification of Yamhill County for liability attributable to the County's sole negligence.

2. Non-Discrimination

All proposers will recruit, select, train, promote, transfer and release its personnel, as contemplated here under, without regard to any protected class, e.g. race, color, religion, national origin, disability, age or sex (except where the class is a bona fide occupational qualification). Further, proposers will administer its other personnel policies such as compensation, benefits, layoff, returns from layoff, company sponsored training, education, and tuition assistance without regard to any protected class.

By submitting a proposal hereunder, proposer certifies that they have not discriminated and will not discriminate, in violation of ORS 279A.110(1), against a disadvantaged business enterprise, a minority owned business, a woman-owned business, a business a service-disabled veteran owns or an emerging small business in awarding a subcontract.

3. Compliance with Tax Laws

By submitting a proposal, proposer certifies compliance with the tax laws of the State of Oregon or a political subdivision of the state, including ORS 305.620 and ORS Chapters 316, 317 and 318.

Section K: Contract

In addition to the contractual requirements detailed in Section I, the remaining contract terms and conditions shall be negotiated with the successful proposer once they have been selected and contract negotiations are underway. Final contract language will be determined by mutual consent.

(END OF RFP)

EXHIBIT B: Function Requirements Table

Number	Feature	Offered by Vendor (Indicate: Yes/No)	Vendor Comment
1	Manage and upload meeting agendas		
2	Intuitive and audience-based navigation		
3	Automatic expirations that allow content to expire from the public view		
4	Automatic and dynamic breadcrumbs		
5	Browser-based administration that allows users to update, delete, and create pages		
6	Calendar feature with unlimited categories that allow for multiple display options and resident subscriptions, including a downloadable ical file		
7	"Contact Us" form and features		
8	Cascading Style Sheet (CSS) which allows for customizable templates		
9	Self-serve citizen request tracking		
10	Department home pages		
11	Document repository to upload, store, and retrieve documents in PDF and Word format		
12	A site-wide emergency notification tool		
13	Frequently Asked Questions (FAQ) tool with dynamic content		
14	Site traffic information with analytics and site audit reports		
15	Ability to track changes made to the website with a reviewable history log		
16	Multiple levels of user roles and permissions		
17	Ability to place links throughout the site		

18	Intranet/Extranet that provide for user-restricted pages		
19	Ability to translate to other languages with a multi-lingual tool		
20	A dynamic tool to showcase news & announcements		
21	Provide sign-up opportunities for citizens to subscribe to various lists for fast and simple communication about topics that interest them		
22	Access to customizable, fillable forms with the ability to track submissions		
23	Image Center to hold images and dynamically showcase them throughout the site		
24	Print-friendly pages		
25	Ability to create friendly URL redirects		
26	Rotating Photos/Banner Ads		
27	Ability to have RSS feeds of site content		
28	A powerful internal site search with filtering options and predictive search to enable citizens to find exactly what they need		
29	Site indexing for searchable page titles, keywords, descriptions, page and module content and machine readable documents		
30	Scalable interface with Facebook, Twitter, and other social media sites		
31	Staff Directory with the ability to show staff information dynamically throughout the site		
32	Ability to play videos		
33	Create and dispatch online surveys with the ability to monitor and analyze results		
34	Compliant with ADA/WCAG accessibility guidelines		
35	24/7 technical support available through multiple contact channels		

36	Security and Hosting a. Burst bandwidth capacity b. Disaster Recovery and Mitigation Plans c. How and what security protocols are implemented		
37	OPTIONAL: Video on-demand hosting and streaming service		
38	OPTIONAL: Ability to create newsletters for citizens to subscribe to		